

AMENDMENT NO. 1

This Amendment modifies Contract No. 13-11-12685, for Jail Management Information System by and between the County of Cook, Illinois, herein referred to as "County" and TRIBRIDGE HOLDINGS LLC, authorized to do business in the State of Illinois hereinafter referred to as "Contractor":

RECITALS

Whereas, the County and Contractor have entered into a Contract approved by the County Board on May 8, 2013, (hereinafter referred to as the "Contract"), wherein the Contractor is to provide Jail Management Information System (hereinafter referred to as the "Services") from May 8, 2013 through May 7, 2018 in an amount not to exceed \$2,179,500.00; and

Whereas, the County desires for the Contractor to provide additional Services as set forth in Exhibits A and B; and

Whereas, an increase in the amount of \$886,555.00 is required to provide these additional Services;

Now therefore, in consideration of mutual covenants contained herein, it is agreed by and between the parties to amend the Contract as follows:

1. The contract is increased by \$886,555.00 and the Total Contract Amount is revised to \$3,066,055.00.
2. This Contract is hereby amended to incorporate Exhibit A, which is hereby made a part of this Contract, and adds Learning and Adoption Solutions to the Offender 360 system.
3. Exhibit A in the amount of \$826,555.00 is hereby incorporated and made part of the Contract.
4. This Contract is hereby amended to incorporate Exhibit B, which is hereby made a part of this Contract, and adds Consulting Services to create a bi-directional interface between the Cook County Sheriff's Offender Management System and the Cermak Hospital system.
5. Exhibit B in the amount of \$60,000.00 is hereby incorporated and made part of the Contract.
6. All other terms and conditions remain as stated in the Contract.

In witness whereof, the County and Contractor have caused this Amendment No. 1 to be executed on the date and year last written below.

County of Cook, Illinois

TRIBRIDGE HOLDINGS LLC

By:

Shm 9. M
Chief Procurement Officer

Signed

[Signature]

By:

[Signature]
State's Attorney (as to form)

Type or print name

Anthony DiBenedetto

Title

CEO

Date:

29 January 2014

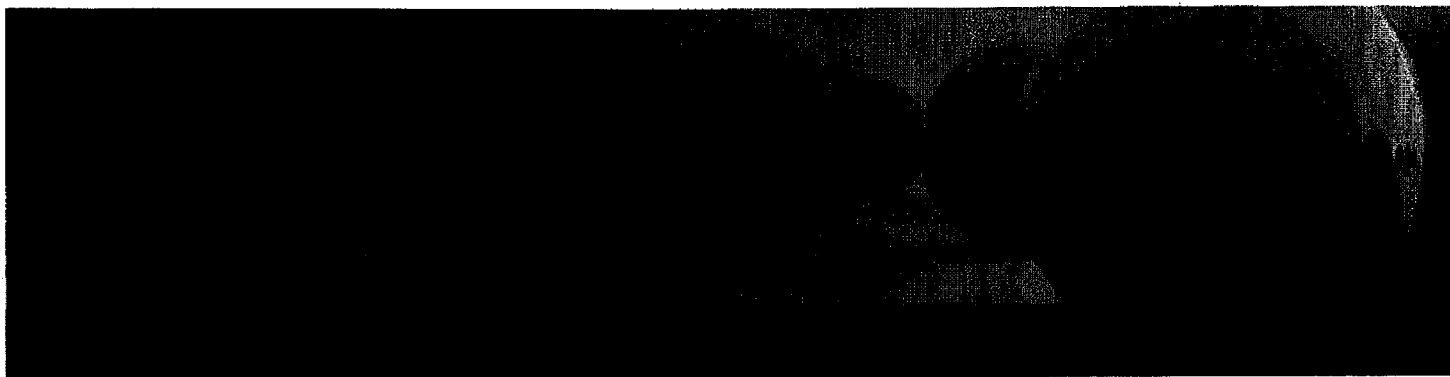
Date:

1-8-14

Contract No. 13-11-12685
Vendor Name: TRIBRIDGE HOLDINGS LLC

EXHIBIT A

STATEMENT OF WORK (SOW) COOK COUNTY SHERIFF'S OFFICE:
COOK COUNTY OFFENDER MANAGEMENT SYSTEM - LEARNING & ADOPTION

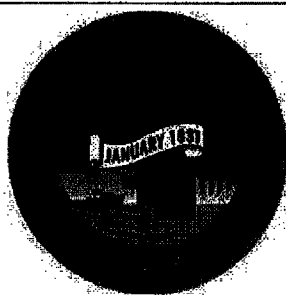


Tribridge Proposal

Cook County Sheriff's Office

Learning and User Adoption Solutions
for the Offender Management System

November 22, 2013



Microsoft®



**STATEMENT OF WORK (SOW) COOK COUNTY SHERIFF'S OFFICE:
COOK COUNTY OFFENDER MANAGEMENT SYSTEM - LEARNING & ADOPTION**

Nov. 22, 2013

Robert McInerney
Executive Director
Cook County Sheriff's Office
3026 S California
Chicago, IL 60608

Subject: Tribridge Offender Management Training and User Adoption Solutions

Dear Mr. McInerney,

Thank you for your trust in our capabilities and your request to extend Tribridge's support on the Offender Management program. We'd be pleased to supply some of the industry's best elearning and desktop support solutions to ensure the success of the Cook County Sheriff's Office Offender Management System.

This statement of work is based on industry best practices in supporting end users in adopting new systems as well as analysis we've performed through various conversations with the Cook County Sheriff's Office. While the Microsoft CRM interface is quite intuitive, it is critical to provide OM system users with comprehensive training and on-going post-launch support. Combining an elearning awareness training campaign before the system goes live with an embedded desktop solution to support users with immediate tasks on the system will prove to be a most effective workforce solution.

This document outlines an extended set of project deliverables, over and above the main Offender 360 SOW provided to Cook County in April of 2013. This work will be managed as a separate work package within the overall Cook County OM project but be fully integrated into the existing project management discipline and inter-dependent with other project tasks and deliverables. We've outlined details around the following:

1. Project Scope
2. Project Approach & Deliverables
3. Project Assumptions
4. Summary of Costs

Thank you again for your interest in continuing to work with Tribridge. We understand the importance of this project and look forward to embarking on this final phase of the OM system implementation project, ensuring that the system is integrated into your culture with success.

Best regards,

Sheryl Herle
Director, Consulting Solutions, HCM Practice
Tribridge

STATEMENT OF WORK (SOW) COOK COUNTY SHERIFF'S OFFICE:
COOK COUNTY OFFENDER MANAGEMENT SYSTEM - LEARNING & ADOPTION

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STATEMENT OF WORK (SOW) COOK COUNTY SHERIFF'S OFFICE:
COOK COUNTY OFFENDER MANAGEMENT SYSTEM - LEARNING & ADOPTION

1. Project Background & Scope

To support the effective roll out and user adoption of the new Offender Management system to be launched mid-2014, Cook County requires additional support to train 3500 employees to use the new system. This includes understanding how to navigate through the new system but also how to follow standard business procedure using the new system.

A traditional classroom training approach for this system roll out simply won't be sufficient or effective. One of the key factors in learning a new system is the ability to immediately apply the new knowledge – in this case with hands-on use of the system.

Too often, we see system training efforts fail to produce results because the training "event" is disconnected from the performance expected of the individual. Holding training sessions weeks or months in advance of rolling out new software is ever only marginally effective. Learners gain an overall conceptual understanding of the application, but they don't retain any details. In spite of high effort and expensive classroom training sessions, users are typically lost during that first week of launch. They may try to rely on classroom training materials or other paper-based user guides but generally express frustration and build competence with the system very slowly.



ACHIEVING EFFECTIVE USER ADOPTION



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Instead of the traditional approach of a one-time training event too far in advance of the system launch, we recommend a more comprehensive learner adoption program that combines the following 5 training elements:

- 1) Continue as planned with IT admin and super user training sessions on-site to build deep in-house knowledge of the system (as per original Tribridge SOW).
- 2) Continue with original plan to provide Cook County with a comprehensive user guide (as per original Tribridge SOW). This can be offered online as a PDF reference tool and will be helpful for IT support.
- 3) Build out elearning modules that walk learners through the key tasks they will be performing in the system. The benefits of this elearning approach are:
 - Learners get to experience the user interface and functionality of the system before go-live
 - Each learner will work through the modules at his/her own pace to become familiar with the system and the key tasks they will perform. Self-paced learning is proven to result in greater knowledge retention than classroom learning.
 - These elearning modules will be designed as task-based modules (based on 17 key use cases in the OM system, as defined in the current functional guide). Users will be able to easily navigate into the particular task they want to learn more about.
 - The elearning modules will be available for all 3500 CCOM users before the launch, as well as any time after the launch for additional quick reference. This also provides a benefit for new hire trainees and any workers returning after a leave and potentially needing a refresher.
 - As system functionality advances, it is very easy to update the learning materials and "push" updated learning modules to learners;
- 4) Launch the OM system with an embedded performance support solution for end users to reference directly from the task they are working on within the application.

This fourth component of this user adoption program is what really differentiates this solution from a typical training solution. The immediacy of being able to click into instructions to guide users through a task while in the midst of that task will ensure learner satisfaction with the system itself and result in enhanced, accurate use of the system, faster task completion and fewer service desk calls for support.

- 5) Implement an enterprise Learning Management System (LMS) to host the elearning content and track a learner's activity through the modules.

In discussions with Cook County Sheriff's Office, it became apparent that the OM application as well as the organization would benefit greatly by investing in an LMS. Today, an LMS is one of the most critical applications in any HR department, next in line to the HRIS, payroll and benefits administration systems.

It is critical that Cook County begin the migration to elearning, starting with the OM application – to take advantage of the enhanced learning outcomes afforded through elearning, but also as a means to reduce traditional classroom delivery time and costs. With a first-rate LMS solution in place, we can ensure a far greater training success rate for this critical OM deployment to 3500 users, and we are also setting the Cook County Sheriff's Department up to successfully support all 6800 employees with all future training - compliance and mandatory training, employee testing/certifications, management and leadership development programs, etc.

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Summary of Net New Deliverables for Learning & Adoption (not covered in original Offender 360 SOW):

Two Software License Agreements:

- 1) ***Epilogue Systems Publisher and Desktop Advisor license for 1800 desktops.*** This software is what will allow for the embedded desktop support for the OM application. This license also includes up to 35 permitted content authors to create/maintain and publish the user instructions associated with the OM system. Cook County resources will be required to collaborate on the one time implementation of the Desktop Advisor tool on the 1800 desktops that will run the OM system.
- 2) ***Cornerstone onDemand (CSOD) Enterprise Learning Cloud LMS Licenses for 6800 learners.*** With over 1400 customers globally and over 12 million end users, Cornerstone onDemand is the HR industry's fastest growing talent management platform. The Enterprise Cloud LMS is consistently top-rated for robust functionality and customer satisfaction.

And two distinct Tribridge Services:

- 1) ***Full content development of 17 elearning modules to build user awareness and familiarity with the OM system.*** We will be using the Epilogue Systems Publisher authoring capability to build out a comprehensive elearning module to accompany each of the 17 defined use cases.

Cook County's choice of learner assessment - Once the system workflows for these modules are captured through the Epilogue Authoring tool, we also have a choice of outputting the workflows to one of two kinds of "tests" for the end user to practice and demonstrate proficiency.

1. We can provide an "interactive" format where the learner has to click through a series of guided tasks (e.g. click here...then do this...) to learn the workflow.
2. Or, we can provide a full "test" where the user is told to complete a task but given no guidance.

We will demonstrate both options and discuss the instructional pros/cons of each. Either option can be tracked as complete in the LMS and will meet Cook County's need to demonstrate proficiency.

All learning modules and assessments will be co-developed by Tribridge resources and Cook County SMEs. Tribridge resources will produce, test and publish the modules. Cook County resources will be required to support the content developers with organizational specific knowledge and detailed reviews/edits of the modules.

- 2) ***Tribridge Implementation Services*** for both the Epilogue Advisor Desktop tool and the Cornerstone onDemand LMS. Implementation details follow in Section 3 of this document.

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2. Project Approach & Deliverables

Once contractual agreements are in place, Tribridge will be supplying two separate resource teams for the Learning & Adoption work package – one focusing on the OM elearning content build and a second team managing the LMS implementation.

A team of elearning content specialists will be engaged immediately after contracting to install the Epilogue publishing software and work with Cook County to manage the Desktop Advisor implementation. As soon as the OM system is built out to a state of at least 90% ready (generally UAT stage), we can begin the process of capturing the screens and workflow in the OM system and build out the elearning modules and desktop help instructions.

We have depicted the content build to run over a period of approximately 2 months. This elapsed time is directly dependent on the timelines to finalize the OM interfaces and adherence to our standard content approval and change control process where we perform 2 content walk-throughs to capture feedback and edits and then lock down content unless further changes are made to the OM system itself. As soon as a group of modules is ready for production, we can launch them to the learners, pending the aligned timing of the LMS deployment.

We estimate that the actual effort time for the OM elearning development and the build of the desktop advisor content will not exceed 280 hours, at a rate of \$125/hr. (\$35,000)



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The LMS implementation team will also engage immediately after contract finalization. The goal is to get the LMS fully configured and designed to serve the entire 6800 employee base within the Cook County Sheriff's office, but roll the LMS out to the learner population in two waves, starting with the OM system users who need to access the LMS to do the OM elearning training in the spring.

The roll out to the entire enterprise can be accomplished shortly after the OM elearning training campaign is underway. There are no technical constraints to when the full enterprise roll out occurs but we recommend a two stage roll out to control for internal Cook County Training Academy's capacity to populate the LMS catalogue with current learning offerings and manage launch communications and learner support.

Content Design Approach Using Epilogue Publisher and Desktop Advisor

- Team engagement and project discovery (includes setting learning objectives, reviewing scope of 17 use cases, determining state of any existing content and resource materials)
- Tribridge produces an Instructional Design plan outlining method of instruction, topics, flow, etc.
- Epilogue Publisher software installed and testing by Tribridge instructional designers and Epilogue team (Tribridge and Epilogue resource will support Cook County in deploying the Epilogue desktop download)
- Tribridge design team uses Epilogue Publisher to capture workflow in OM system
- Design team engages with Cook County SMEs and Tribridge CRM specialists to review captured workflow and create the instructional text that will be included in the elearning modules and the Desktop Advisor
- Alpha walkthrough of first elearning module to obtain Cook County approval
- Design of next 16 modules – each module will be reviewed/approved by Cook County as it is ready. A detailed production and editing plan will be created for beta review and approval of each module.
- Tribridge will load and test each elearning module in the LMS. It is strongly encouraged to have a Cook County Training Academy resource shadow this process to learn and try it.
- Tribridge design team manages build of Desktop Advisor instructional content
- Tribridge Design team holds a SME walkthrough and captures first round of edits for Desktop Advisor content
- Tribridge Design team holds second and final SME review, edits and approval to Desktop Advisor content
- Tribridge Design team loads and tests Desktop Advisor content. Again, it is strongly encouraged to have a Cook County Training Academy resource shadow this process to learn and try it so that Cook County can be self-sufficient in performing future content edits.
- The Tribridge design team shall remain on call for 90 days to continue to support the Cook County OM team and Training Academy to make any content edits after the OM system goes live.

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Standard Cornerstone onDemand Implementation Process

Ref #	Implementation Work to be completed	
1	<p>Tribridge will provide a consultant certified on the Cornerstone OnDemand Talent Management System to lead the Cook County implementation of the Cornerstone OnDemand Learning Cloud. This migration will include:</p> <ol style="list-style-type: none"> 1. Implementation Support Services 2. Portal Configuration 3. Technical Projects <ol style="list-style-type: none"> a. Inbound Data Feed b. Historical Data Load (if any past learner transcripts exist) 	
2	Project Initiation	
	Tribridge Deliverable	Client Deliverable
	<ul style="list-style-type: none"> Discovery Document Questionnaires Delivered Technical Projects Questionnaire Delivered Deliver pre-kickoff meeting to help client understand what decisions need to be made in Design Workshop including: <ul style="list-style-type: none"> Data fields and feeds Validation of business objectives and success criteria With client PMO team, establish and document project controls & processes for status reporting, issue, risk and change management process 	<ul style="list-style-type: none"> Completed Introductory Training & Pre-work Organization Chart(s) to assist in designing OU Structure Measures of Project Success Sample User data record/definition Inventory of current courses and format Documented Learning Processes (approvals, evaluations, external training, etc.) Portal Branding requirements Project Team Assembled Completed Discovery Questionnaires Review & Accept Tribridge Deliverables Receipt of Discovery Questionnaires Completion of pre-kickoff meeting
3	Discovery & Planning	
	Tribridge Deliverable	Client Deliverable
	<ul style="list-style-type: none"> Review of client deliverable documentation Initial Project Scope confirmed Create Initial Project Plan for Implementation Support Services; milestones to be agreed upon by both parties 	<ul style="list-style-type: none"> Draft Project Charter and deliver draft to Tribridge Participate in Kick-off Meeting (Onsite or Remote) Review and acceptance of initial project plan Confirmed Meeting Schedule Completed Discovery Questionnaires

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	<ul style="list-style-type: none"> • Meeting Schedule created for project lifecycle • Completed Kick-off Meeting (Onsite or Remote) • Deliver overview of all Technical Projects for Discover: <ul style="list-style-type: none"> ○ Inbound Data Feed – OU/User Data ○ Virtual Training Integration (if applicable) ○ Custom Login Pages Workbook ○ Historical Data Loads 	<ul style="list-style-type: none"> • Provide Use Case Scenarios for modeling recommended configuration • Review & Accept Tribridge Deliverables <ul style="list-style-type: none"> ○ Receipt of initial project plan ○ Access to online Administrator courses ○ Agreed upon status meeting schedule ○ Completion of kick-off meeting ○ Completion of Technical Project Overview meetings
4	Design	
	Tribridge Deliverable	Client Deliverable
	<ul style="list-style-type: none"> • Based on the Discovery Questionnaires, Tribridge will set-up the pilot client portal with a recommended best practice configuration prior to the Configuration Workshop • Complete Configuration Workshop (Onsite) including design discussions on the technical components. The Workshop is intended to enable client to configure Live with the appropriate amount of support throughout design and execution. <ul style="list-style-type: none"> ○ Organizational Unit and User Data Design for Inbound Data Feed • Complete Custom Configuration Workbook, including documented decisions and remaining action items for : <ul style="list-style-type: none"> ○ Global System Preferences ○ Welcome Page configuration Updates ○ Learning Management Preferences ○ Connect Preferences ○ Extended Enterprise Preferences ○ Navigation Tabs & Links updated ○ Custom Security Roles Matrix ○ Email Management Matrix • Documented System Interfaces and Technical Projects: <ul style="list-style-type: none"> ○ Single Sign-On (SSO) Workbook & Code ○ Inbound Data Feed – OU/User Data 	<ul style="list-style-type: none"> • Participate during Configuration Workshop (Onsite) to configure Live portal, including: <ul style="list-style-type: none"> ○ Global System Preferences ○ Welcome Page configuration Updates ○ Learning Management Preferences ○ Connect Preferences ○ Extended Enterprise Preferences ○ Navigation Tabs & Links updated ○ Custom Security Roles Matrix updated ○ Email Management Matrix update • Provide decisions on configurations reviewed during Configuration Workshop (client to provide decisions during workshop, if possible). • Corporate Governance Design <ul style="list-style-type: none"> ○ Division/Business unit and External Customer variations on Branding and preferences ○ Global data request processes • Complete Custom Login Pages Workbook • Receipt and Completion of Inbound Data Feed Design Workbook • After initial configuration (by Tribridge), participate in co-configuration sessions with Tribridge and document in Configuration Workbook. • Review / validate system configuration and provide feedback for adjustments.

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	<ul style="list-style-type: none"> ○ Custom Login Pages Workbook ○ Virtual Training Integration ○ Outbound Data Feeds ○ Historical Data Uploads • Conduct follow-up design sessions with client for remaining configuration decisions post Configuration Workshop (Remote) • Post-configuration workshop and additional design follow-up sessions, Tribridge will configure Pilot preferences based on the feedback and incorporate into the Configuration Workbook 	<p>Once configuration is deemed acceptable (all design and technical documentation complete, reviewed and approved), sign-off on configuration.</p> <ul style="list-style-type: none"> • Review & Accept Tribridge Deliverables <ul style="list-style-type: none"> ○ Receipt of Custom Configuration Workbook ○ Sign off on all Technical Design Specifications
5	Execution	
	Tribridge Deliverable	Client Deliverable
	<ul style="list-style-type: none"> • Configuration Data Population samples in Pilot for Learning Cloud <ul style="list-style-type: none"> ○ Platform Preferences, Email Triggers, ○ eLearning (SCORM/AICC) Content Load (1 Course), Survey example (1), ○ Instructor Led Training example(1) ○ Connect Community example (1) ○ Certification example(1) • System Interfaces Complete and Implemented <ul style="list-style-type: none"> ○ Virtual Training Integration ○ Inbound Data Feed – OU/User Data ○ Historical Data Loads • Custom Login Pages implemented 	<p>Completed Data Population and setup in Live:</p> <ul style="list-style-type: none"> • Global Configurations – emails triggers, security roles, welcome page, preferences • Learning Cloud - eLearning courses uploaded (if applicable, Materials, Posting for Knowledge Bank, Curriculums, Tests, Evaluations <ul style="list-style-type: none"> ○ ILT Events and Sessions populated, Instructors, Facilities ○ Connect – Postings uploaded, Topics created, Communities assembled, Community Managers assigned ○ Certifications • Completed Initial Data Requests (per System Interface Documents): <ul style="list-style-type: none"> ○ Inbound Data Feed – OU/User Data ○ Historical Data Loads ○ All System Interfaces Complete and Implemented ○ Single Sign On (SSO) ○ Virtual Training Integration • Test Content Launching, tracking, and completion • End-to-end Test of System Interfaces • Create Custom Test Scripts • Maintain Configuration Workbook • Review & Accept Tribridge Deliverables • Custom Login Pages • Completed samples in Pilot

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		<ul style="list-style-type: none"> • Sample Test Scripts delivered • Technical Projects completed
6	UAT	
	Tribridge Deliverable	Client Deliverable
	<ul style="list-style-type: none"> • Live Portal copy down to Pilot environment • Delivered Sample UAT Scripts • Updated Issue Log, including defects • Provide coaching for configuration updates • Support client during testing/validation: • Triage (categorize/prioritize) reported issues and address prior to go live 	<ul style="list-style-type: none"> • Validation of Data: • Inbound Data Feed – OU/User data • Historical Data Loads • Populate UAT specific data (tasks, users) • Create User Acceptance Test Scripts based on client configuration • Completed User Acceptance Test Scripts successfully • Update Live portal configuration based on UAT feedback • Review & Accept Tribridge Deliverables <ul style="list-style-type: none"> ○ Sample UAT Scripts Delivered
7	Project Management	
	Tribridge Deliverable	Client Deliverable
	<ul style="list-style-type: none"> • Manage Implementation Project Plan • Manage Tribridge-side resources • Provide Project Status Updates (at least weekly) that provide an overview of work completed the previous week as well as work to be performed the current or following week. • Manage Project Issues and Risks • Conduct Account Management and Customer Care Transition Meeting 	<ul style="list-style-type: none"> • Provide Project Status Updates • Provide Updated Issues and Risks • Manage client-side resources • Communicate to Project Governance structure
8	Inbound Data Feeds – User & OU Data	
	<p>Integration with Client's data files of user accounts and Organizational Unit (OU) data to be created/updated automatically on Client's portal.</p> <ul style="list-style-type: none"> • Client's data source (HRIS) will be identified at start of project. <p>Tasks</p> <ul style="list-style-type: none"> • Tribridge: Provide client with the Inbound Organizational Unit Data Feed design document. • Tribridge: Lead the client in a design workshop to review the OU data feed design process and support the design decision process of the client. • CLIENT: Prepares files for load by Tribridge Integration Consultants • Tribridge: Loads files into the Pilot Portal system • CLIENT: Reviews and corrects any errors detected in the load process 	

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	<ul style="list-style-type: none"> • Tribridge: Reloads corrected files as necessary • CLIENT: Reviews and approves inbound feed files on Pilot • Tribridge: Prepares feed on Live environment to mirror Pilot feed <p>Assumptions:</p> <ul style="list-style-type: none"> • Utilizes Tribridge's standard inbound data feed Data Design Specifications • CLIENT has skilled software resources that can extract and configure file transfers of data to Tribridge • CLIENT has a Directory Service or HRIS which is the prerequisite source for the organizational structure and the mapping of users to the structure. • CLIENT has the ability to extract the data from the source system • CLIENT has the ability to transform the data to the format defined by Tribridge's Organizational Unit data feed design specification.
9	Custom Login Page
	<p>One Customized login page for Client's users accessing portal directly via the web.</p> <ul style="list-style-type: none"> • Utilizes Tribridge's custom login template and workbook for design
10	Virtual Training Integration (if required)
	<p>Integration of Virtual Training Provider (WebEx, GoToMeeting, Adobe) with Client's Instructor Led Training Module</p> <p>Tasks - Tribridge</p> <ol style="list-style-type: none"> 1) Conduct project kick-off 2) Determine project plan 3) Deliver Questionnaire Kick-Off Template 4) Creates Provider and Links to 3rd party provider in the Contractor application 5) Conduct QA on integration 6) Loads to Live <p>Tasks- Client</p> <ol style="list-style-type: none"> 1) Completed Questionnaire that includes: <ol style="list-style-type: none"> a) Account information for VILT Provider account, as follows: <ol style="list-style-type: none"> 1) Enabled for URL and XML APIs 2) Site ID 3) Partner ID b) Username and Password c) Creates Admin Account d) Provides names of Instructors to be associated to the WebEx provider <p>Assumptions:</p> <ul style="list-style-type: none"> • Each Integration supports the defined features and functionality documented in Client's Virtual Training Integration specifications • Virtual Training Vendor Account fees and support are the responsibility of Client • Client is required to approve and provide written signoff upon completion, if signoff is not received in 30 days of completion notice, project will be considered completed and any additional changes will require creation of a Work Order submission

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12	<ol style="list-style-type: none"> 1. Tasks outside those listed in this statement of work are considered out of scope and will require additional hours of effort. 2. Project Specific <ul style="list-style-type: none"> • The project will be conducted remotely, unless otherwise specified for components above. • Tribridge will utilize the Cornerstone course publisher to upload the OM elearning modules to the portal. Cook County will have the full benefit of CSOD admin training through the Client Success Center but this is an additional learning opportunity for the Cook County team to work alongside a Tribridge resource to shadow this process and upload a couple modules under Tribridge guidance. Any further course loading is the responsibility of Cook County and Cook County will be solely responsible for testing (Tracking, Completion, etc.) all content loaded to the Cornerstone portal. • Any elearning to be build will be SCORM v1.2 or AICC v3.5 compliant • Client is solely responsible for testing all processes during the UAT phase. • Any additional Historical Data Load (HDL) or Data Migration will be scoped as a separate work effort and is not included in the scope of this document. • Client will provide defined processes for Learning. • Client will document or provide functional requirements. • Requests for application code changes are out of scope.
13	<ol style="list-style-type: none"> 1. Client will designate and provide a Project Lead who will be available to Tribridge personnel during the duration of the project to answer questions and provide guidance, as may be sought by Tribridge. The Project Lead will be authorized to bind Client to clarifications of the scope of work or deliverables, and Tribridge will be entitled to rely upon written direction from the Project Lead. 2. Client will provide all necessary electronic and paper documentation, source files and imagery required or requested by Tribridge for this project. Client acknowledges that the Tribridge proposed timelines are contingent upon Client's ability to adhere to the milestones, reviews and delivery schedules outlined in this document and future solution documents, as well as the project schedules that will be continually updated and shared with all appropriate Client staff. 3. Client will provide access to their Cornerstone LMS platform on the start of the project. 4. Client acknowledges and accepts that any delayed information; slow access to resources or late feedback may result in extending the final product delivery and or timeline. 5. The start date may be modified by up to one week.
14	<ol style="list-style-type: none"> 1. The fees associated with this Learning Cloud implementation will be \$30,000 based on an estimate of no more than 180 hours of services. 2. Should the number of hours estimated for this implementation be greater than 180 hours, Tribridge will inform the CCSO and request the additional estimated hours. A Change Order shall be issued at rates effective at that time. 3.

STATEMENT OF WORK (SOW) COOK COUNTY SHERIFF'S OFFICE:
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3. Project Assumptions

Project Assumptions from the OM master Statement of Work will continue to apply to this added work package. In addition, there are a few specific Learning & Adoption Project Assumptions to highlight as follows:

1. Added Work package to Overall CCOM Project This project is to be seen as a work-package add-on to the overall OM project that is well underway. The OM project is dependent of the effective execution of this work package. In turn, this work package will be directly dependent on timing of the overall OM project and availability of OM project resources.
2. The implementation of the Cornerstone Learning Cloud LMS will require dedicated engagement from the Cook County Training Academy. We are structuring that implementation to focus first on setting up the OM elearning program and enabling the 3500 users who need to receive that training but we will need immediate dedicated time with the Training Academy and possibly HR leadership to make critical upfront LMS configuration decisions to ensure alignment with the Cook County training vision and current HR practices. See detailed Cook County activities for the LMS implementation in Section 2 above.
3. Project Management. The Tribridge HCM lead for this work package will supervise the content development work and work closely with the dedicated Tribridge LMS implementation consultant to oversee and report on both projects. She/he will participate in weekly status meetings with the CCOM Project Team and monthly Steering Committee meetings as requested throughout the project.

The LMS implementation itself will require a dedicated Project Manager on the Cook County side. This can be filled by a learning professional with intermediate project management experience, a PM supplied by Cook County IT who has previous experience with HR systems, or we can discuss supplying a "client-side Project Manager" to be on-site with your team.

4. Tribridge learning professionals will build initial elearning modules and Desktop Advisor content and will train Cook County resources to use the Epilogue Publisher to build additional modules (if necessary) and maintain/update initial OM training content. If additional learning content services are required, they will be contracted separately from this engagement.
5. Content Edit/Approval Cycles. The estimate for content development is based solely on our discussions to date about training goals, scope of OM solution and a thorough review of the current OM Functional Guide to gauge depth of CRM solution to be trained. Any overages to the content production cycle due to unforeseen changes in the scope of the CCOM system or due to Cook County's preferences for additional edits and internal reviews of content will be discussed as encountered and effort estimates will be considered before any new scope is entertained. Additional effort estimates will require approval by the CCSO.
6. Implementation of Epilogue Desktop Download -- This is a specific deliverable for Cook County which we will discuss during our technical discovery. Support will be provided by Tribridge and Epilogue but this is

STATEMENT OF WORK (SOW) COOK COUNTY SHERIFF'S OFFICE:
COOK COUNTY OFFENDER MANAGEMENT SYSTEM - LEARNING & ADOPTION

not a task we can perform within a client environment as it is generally deployed through a Service Pack update.

7. Remote Work – all quoted work is estimated as remote work.
8. Intellectual Property – Under a paid engagement for custom content, all content created by Tribridge becomes the property of Cook County. Where Microsoft materials may be incorporated into the Cook County materials, Microsoft retains copyright on those materials and it will be appropriately referenced.
9. 90 Day Warranty – Deliverables for both the OM training solution and the CSOD implementation come with a standard 90 day warranty period. Tribridge will take full responsibility for defects and errors in the software implementations and the training content. However, content changes arising from system changes or end user or management preferences will be managed as a new release and the standard labour rate will apply for any additional content releases.

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4. Summary of Costs

The implementation fees outlined in detail below are derived from the scope, assumptions, and deliverables as outlined in this document. Any changes to the scope and assumptions will impact the time for completion and the fees. Based on our understanding and assumptions at this point, the cost of this project are outlined below.

Summary

COOK COUNTY OFFENDER MANAGEMENT SYSTEM - Learning & Adoption	Software	Implementation	Contingency
Software	\$211,923	\$259,591	\$259,591
Implementation Services & PM	\$48,000		
Elearning Content Development Services	\$35,000		
Services and Content Development Contingency	\$12,450		

Software

Cornerstone onDemand Enterprise Learning Cloud – Licensed at \$19.50 per annum for 6,800 employees, plus \$2,400 annual fee for access to client training and maintenance portal and services	\$135,000
Year2CSOD Enterprise Learning Cloud	\$135,000
Year 3 CSOD Enterprise Learning Cloud	\$135,000
Epilogue Systems Publisher/Advisor – 1,800 Workstations	
Epilogue Author – 35 copies included at this license price	
Year 1 Annual Subscription Fee	\$76,923
Year 2 Annual Subscription Fee at 1 st anniversary	\$124,591
Year 3 Annual Subscription Fee at 2 nd anniversary	\$124,591

Implementation and Content Development Services

Cornerstone LMS Implementation	\$30,000
Epilogue Set Up and Training	\$10,000
Content Development	\$35,000
High Level Project Management for Both Content and LMS Work Streams	\$8,000
Contingency (15%) – See Below	\$12,450

**STATEMENT OF WORK (SOW) COOK COUNTY SHERIFF'S OFFICE:
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Contingency & Payment Terms

While Cook County has provided Tribridge with a clear scope and overview of your needs, there may remain unknown or undefined specifics that may alter our estimate. As such, and as is our normal business process, we have included two major milestones for this project. While we will work with Cook County to determine the mutually agreeable milestone payments, two major milestone payments are currently outlined, including 1) Definition/Design and 2) Build, Test, and Deploy.

Once our initial Discovery/Design phase is complete, we will compare the detailed scope and requirements gathered to this estimate and confirm that they are consistent and that this estimate is consistent with the final scope. Should a discrepancy exist, we will work with Cook County to determine how we either 1) change the scope to align with the original expectations or 2) adjust the fee structure for the remaining Build, Test, and Deploy phases of the project. Specifically, discrepancies will be treated in one of two ways.

1. **Scope Change:** A change in scope from the current project approach, deliverables and content and resourcing assumptions outlined in Sections 2 and 3. These discrepancies will either result in 1) a change in scope and a resulting change order that will have an additional cost or 2) the removal of any new scope/requirements inconsistent with those included in Sections 2 & 3.
2. **New Information:** New information related to requirements. These discrepancies will be addressed to confirm priorities and possible alternatives that more closely align with our original expectations. However, should this not be possible, we will use this point to address the remaining fees to compensate for the new information. This will result in a change order that will not exceed 15% of the total project services fees (i.e., the maximum fees based on this scenario will not exceed 115% of the total services fees).
3. Any change orders will be provided to Cook County at a negotiated rate.
4. We require full payment for software at the point when software licenses are activated (Before Epilogue install and CSOD portal activation).

LMS Discovery & Instructional Design Plan	\$30,000
Build, Test, and Deploy	\$53,000
Contingency	\$12,450
Total Services	\$95,400

Following any upfront payments, billings are performed monthly based upon our yet to be determined mutually agreeable milestones. Please send all payments to the following address:

Tribridge Holdings, LLC
PO Box 538158
Atlanta, GA 30353-8158

STATEMENT OF WORK (SOW) COOK COUNTY SHERIFF'S OFFICE:
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5. Business Practices

Our terms and conditions have been mutually agreed upon in our Master Services Agreement. Please indicate your agreement to the project outlined in this SOW by signing below and returning a completely executed copy to us. Your signature will constitute a binding agreement between us.

Acknowledged and Accepted:

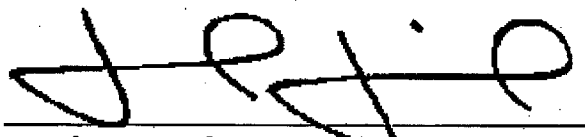
Cook County Sheriff's Office

By:

Sean Heffernan, General Counsel
Cook County Sheriff's Office

Date

Tribridge Holdings, LLC



By: Josh Jaquish
Senior Director, Tribridge

December 29, 2013

Date

**STATEMENT OF WORK (SOW) COOK COUNTY SHERIFF'S OFFICE:
COOK COUNTY OFFENDER MANAGEMENT SYSTEM - LEARNING & ADOPTION**

Contract No. 13-11-12685
Vendor Name: TRIBRIDGE HOLDINGS LLC

EXHIBIT B



To:
Cook County Sheriff Office
 3026 S. California
 Chicago, IL. 60608
 (877)932-8301

From:
Tribridge, Inc.
 Barbara Powell
 4830 W Kennedy Boulevard, Suite 890
 Tampa, FL. 33609
 (813)287-8887

Microsoft
GOLD CERTIFIED
 Partner

Software and Services Summary

December 17, 2013

Cook County Offender Management System Implementation:

Change order for the additional requirements for a near real time bi-directional interface with Cook County Offender Management System and the Cermark System. See specifics in Tribridge Statement of Work/Change Order.

We estimate an additional 300 hours at \$200 per hour (inclusive of travel expenses).

300 hours \$200 hr. \$60,000

Services Summary

Subtotal for additional estimated Tribridge consulting services:

\$60,000.00

All Pricing Subject to Change Until Order is Executed and Paid in Full.

DocuSigned by:

Mark Pickhardt

Approved By:

5C7561E68CC3452

Printed Name:

Mark Pickhardt

Title:

VP Operations

Date: 12/31/2013

Initials

Tribridge, Inc. Confidential

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